



ENVIRONMENTAL, SOCIAL AND GOVERNANCE 環境、社會及管治



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目錄

關於本報告

銀建國際控股集團有限公司(「本公司」或「銀建」，連同其附屬公司，統稱「本集團」)欣然發布其二零二一年《環境、社會及管治報告》(「本報告」)，以向各持份者披露本集團由二零二一年一月一日至二零二一年十二月三十一日(「報告期」或「二零二一年」)在環境、社會及管治(「環境、社會及管治」)方面的表現與績效，作為對持份者關心的回應。

報告範圍

根據重要性的原則，本報告之披露範圍與上一年度的《環境、社會及管治報告》範圍大致相同，主要聚焦於本集團於中國內地及香港的投資業務及物業租賃業務，惟本集團於報告期內新增了一個營運點(即泰州辦公室)，故本報告範圍加入了泰州辦公室。本報告整體披露內容以集團層面為基準，而在環境績效指標方面，由於本集團位於北京之東環廣場由第三方物業公司(簡稱「物業管理公司」)管理，未能獲取與營運相關的環境相關數據，故此報告中的環境數據只包含位於廣州、北京、香港和泰州的辦公室。本集團將持續根據業務發展審視披露範圍，同時將積極與物業管理公司溝通，期望能進一步改善數據收集表現。

報告準則

本報告已全面遵守香港聯合交易所有限公司(「聯交所」)發佈的《香港聯合交易所有限公司證券上市規則》附錄二十七所載的環境、社會及管治報告指引(「環境、社會及管治指引」)中有關「強制披露」及「不遵守就解釋」的規定，並已將四項匯報原則，包括重要性、量化、平衡及一致性，應用在報告編寫當中。

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Materiality	Through conducting surveys with stakeholders and materiality assessment, the Group is able to identify material ESG issues and set up a report framework according to the materiality of issues, so as to ensure that relevant material issues have been addressed in the report. Results of communication with relevant stakeholders and the materiality matrix have been disclosed in the paragraph "Communication with Stakeholders" and the paragraph "Materiality assessment".	重要性	通過與持份者進行問卷調查及重要性評估，本集團得以確定環境、社會及管治的重要議題，並按議題的重要性建立報告框架，確保報告已涵蓋相關重要議題。相關持份者溝通結果與重要性矩陣已於「持份者參與」章節，以及當中的「重要性評估」中披露。
Quantitative	Information is presented with quantitative measures, whenever feasible, including information on the standards, methodologies and assumptions used, and comparative data is provided as and when appropriate. All data used in this Report come from the Company's internal documents and statistics reports.	量化	於可行情況下披露量化資料所用標準、方法、假設，並於適當情況下提供比較數據。本報告中使用的所有數據均來自本公司之內部文件和統計報告。
Balance	The Group will make full disclosure in this Report, avoid biased selections, omissions or presentation of content and information that may inappropriately influence the decisions or judgment of the readers of this Report.	平衡	本集團在本報告內會進行全面的披露，避免不公平的選擇、遺漏或呈列內容及資料，以免對本報告的讀者的決定或判斷造成不適當的影響。
Consistency	To facilitate comparability over time, the Group uses consistent methodologies to report data and information. When changes occur, the Group discloses changes to the methods used or other relevant factors affecting a meaningful comparison.	一致性	為了便於在不同時期進行比較，本集團使用一致的方法來報告數據及資料。當發生變化時，本集團會披露所使用的方法或其他影響有意義比較的相關因素的變化。

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The contents set out in this Report are sourced from the internal documentation, data and estimates of the Group and relevant subsidiaries, and have been reviewed and approved by the board of directors (the “Board”). In order to help readers to understand more easily the contents disclosed in this Report, a complete content index is appended to the last section of this Report for reference. This Report is prepared and published in both Chinese and English and has been uploaded onto the website of the Stock Exchange (www.hkexnews.hk) and the Company's website (<http://www.silvergrant.com.hk>). If there is any conflict or discrepancy in the Chinese and English versions, the Chinese version shall prevail. The Group welcomes any comments from stakeholders regarding the contents of this Report, which will benefit the Group in establishing a more improved ESG strategy in the future. If you have any questions or suggestions on the contents of this Report, please email at the following address: info@silvergrant.com.hk.

社會及管治報告的編製及審核

Society is increasingly aware of sustainable development, and the expectations on corporates are no longer limited to profitability, instead, more are on commitments to social responsibilities, protection of the environment, and responses to stakeholders. As such, the Group strives to integrate sustainable development concepts into its development strategies and operational measures, so as to balance the ESG needs and interests of all parties. The Group also emphasizes on governance capability in sustainable development, communicates regularly with various internal and external stakeholders via different channels, and uses stakeholders' opinions as a basis for improving its operation mode, so as to bring more values to stakeholders in the long run.

本報告所刊載之內容均來自於本集團及相關附屬公司之內部文檔、數據及估算，並已由本公司董事會（「董事會」）審閱及批准。為協助讀者能更容易理解本報告所披露的內容，本報告最後一章附有完整索引供參考。本報告以中、英文編寫，並已上載至港交所網站（www.hkexnews.hk）及本公司網站（<http://www.silvergrant.com.hk>）。倘中英文版本有任何抵觸或不符之處，概以中文版本為準。本集團歡迎持份者就本報告的內容提出意見，以助本集團未來建立更完善的ESG策略。如閣下對本報告的內容有疑問或建議，請以電郵形式發送至以下郵箱：info@silvergrant.com.hk。

可持續發展管治理念

社會越發重視可持續發展，對企業的期望不再局限於盈利能力，更多的是對社會責任的承擔，對環境的保護，對持份者的回應。因此，本集團致力於將可持續發展理念融入在發展策略及營運措施當中，以平衡各方在環境、社會及管治的需求及利益。本集團亦重視在可持續發展方面的管治能力，將透過不同渠道與各內、外持份者定期溝通，將他們的意見作為改善營運方式的基礎，長遠為持份者帶來更多價值。

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The Board is the highest governance body in the Group, it is responsible for the monitoring, review and decision-making for various ESG matters as well as assuming full responsibility for the Group's ESG governance, policies, strategies, reporting and goal setting. Meanwhile, the Group has integrated the ESG-related elements into the risk management process, and fully applied the sustainable development concept into the Group's operations, thus ensuring that relevant risks are being effectively managed. During the Reporting Period, the Board has assessed and resolved the ESG-related risks and material issues and ensured that the corresponding policies and measures have been effective.

The Board has delegated authority to the senior management and department heads of the Group to manage the daily implementation of ESG strategies. Senior management give advice to the Board regarding policy formulation and monitor the Group's ESG performance and progress of achievement of the targets while department heads execute the ESG policies and the related initiatives at the operational level.

The Board has been aware of the urgency for the Group to set goals of sustainable development and has conducted internal discussions and preliminary preparations in respect of such issue. Further disclosure will be made in the next report.

管治架構、風險管理及目標設定

董事會是本集團的最高管治機構，負責就各環境、社會及管治事宜進行監督、審視及決議，對本集團的環境、社會及管治治理、方針、策略、匯報及目標制定負有全面責任。同時，本集團已將環境、社會及管治相關的元素融入在風險管理的過程中，全面將可持續發展理念落實到集團的營運當中，確保相關風險得到有效管理。報告期內，董事會已就環境、社會及管治相關風險及重要議題進行評估及決議，並確保相應的政策及措施行之有效。

董事會授權本集團的高級管理層及部門主管管理環境、社會及管治策略的日常實施。高級管理層就政策制定向董事會提供建議，並監督本集團的環境、社會及管治表現及目標進度，而部門主管則於營運層面執行環境、社會及管治政策及相關舉措。

董事會已知悉集團在設立可持續發展目標的迫切性，並已就此議題展開內部討論及前期準備，將於下一份報告內作進一步披露。

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遵守法律及規例

In 2021, the Group fully complied with the laws and regulations in Mainland China and Hong Kong in relation to the Group's business operations. In order to ensure the compliance of business operations while protecting the rights of all stakeholders (including but not limited to employees, suppliers, customers and investors etc.) at the same time, the Group duly updated the corresponding policies according to the relevant laws and regulations. For details, please refer to the relevant laws and regulations as set out in various sections.

持份者意見及溝通

The Group believes that stakeholders' opinions are the best references for the improvement of its existing development and operating performance, thus the Group has been collecting stakeholders' opinions through various channels, with the hope that by extensively collecting the views and suggestions of stakeholders, it will help the Group to review the effectiveness of its policies and measures in a more comprehensive manner, thereby lays a strong foundation for the Group's ability in achieving long-term sustainable development.

合規管理

於二零二一年，本集團已全面遵守中國內地及香港與本集團業務營運相關的法律及法規。為了確保業務營運的合規性，同時保護各持份者，包括但不限於員工、供應商、客戶及投資者等人士的權利，本集團已根據相關法例法規適時更新相應的政策。詳細內容可參與各章節所列之相關法例法規。

持份者溝通

本集團相信持份者的意見是改善現有發展與營運表現的最佳參照，故一直透過多種渠道收集持份者意見，期望能夠透過廣納持份者的意見與建議，有助本集團更全面地檢視政策及措施的有效性，為本集團長遠的持續發展能力奠定堅實的基礎。

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During the Reporting Period, the Group's relevant stakeholders and their communication channels with the Group were as follows:

報告期內，本集團的相關持份者及其與本集團的溝通途徑如下：

持份者	溝通途徑
外部持份者	
Government and regulatory bodies 政府及監管機構	- Annual and interim reports and other public information - Annual and interim results announcement - 年度及中期報告以及其他公開資料 - 年度及中期業績公告
Shareholders and investors 股東及投資者	- Annual general meeting and other general meetings - Annual and interim results announcement - Annual and interim reports and other public information - Websites of the Company and the Stock Exchange - 股東周年大會及其他股東大會 - 年度及中期業績公告 - 年度及中期報告以及其他公開資料 - 本公司及聯交所網站
Customers or leasees 客戶或租戶	- Customer services hotline - Day-to-day communication with frontline staff - 客戶服務熱線 - 前線人員日常溝通
Suppliers 供應商	- Email and telephone - Meetings with suppliers - 電子郵件及電話聯繫 - 與供應商進行的會議
Community 社區	- Community engagement activities - 社區參與活動
內部持份者	
Employees 員工	- Staff training - Monthly work meetings - Departmental meetings and team meetings - Employee activities - 員工培訓 - 月度工作例會 - 部門會議及團隊會議 - 員工活動

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In order to fully comply with the Stock Exchange's requirements on the principle of materiality, and also to ensure that the matters disclosed in this Report have a certain extent of impact on the business operations and development of the Group, the Group has engaged external consultants to design questionnaires and distribute them to internal and external stakeholders, inviting stakeholders to score on various ESG issues. The process is as follows:

1. 識別與集團業務有關的ESG議題

The consultants engaged by the Group have acted according to the latest requirements on the guidance of the Stock Exchange, as well as considered various factors such as trends of sustainable development, national policies, industry's distinctive features, and self-developed strategies, and have helped the Group in integrating 19 ESG issues relevant to the Group, covering five main subject areas: "Environmental Protection", "Employment and Labour Practices", "Operating Practices", "Community Investment" and "Other Issues".

2. 收集持份者對ESG議題的意見

By extensively collecting opinions from internal and external stakeholders, the Group has collected their

為了全面符合港交所對於重要性原則的要求，同時確保本報告所披露的事項均對集團業務營運及發展具有一定影響，本集團邀請外部顧問制定問卷並向內部及外部持份者派發，邀請他們就不同的環境、社會及管治議題評分。過程如下：

1. 議題識別

本集團所聘請的顧問按港交所最新的指引要求，同時考慮可持續發展趨勢、國家政策、行業特點及自身發展戰略等因素，協助本集團整合了與業務相關的19項ESG議題，涵蓋「環境保護」、「僱傭及勞工常規」、「營運慣例」、「社區投資」及「其他議題」五大範疇。

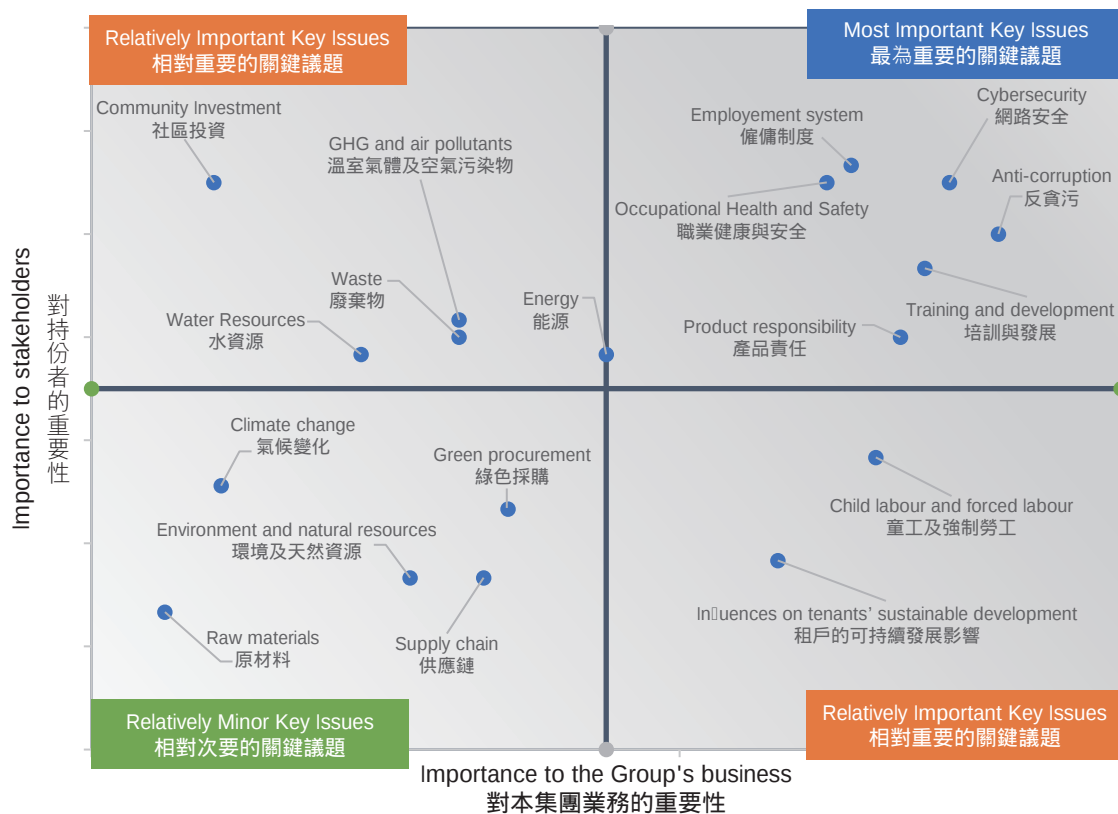
2. 議題排序

透過廣邀內部及外部持份者，本集團收集了他們對已整合的環境、社會及管治議題之重要性評分，共收到60份有效問卷，其中18份來自內部持份者，42份來自外部持份者。

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重要性分析

By integrating stakeholders' ratings, the Group has confirmed 6 most important key issues and 7 relatively important key issues in the materiality matrix. Detailed results are set out in the matrix below:



There are big differences between the results of the materiality matrix for 2021 and those of 2020, and this is mainly due to the fact that the Group conducts a materiality assessment questionnaire survey once every two or three years, and the results used last year were key issues determined in 2019 with longer time interval, and the issues on which stakeholders have concerns have changed significantly. This Report will build a reporting framework based on the above results, so as to ensure that the report content arrangements have taken into account its material issues.

重要性分析

透過整合持份者的評分，本集團透過重要性矩陣確認6項最為重要的關鍵議題，以及7項相對重要的關鍵議題，詳細結果如以下矩陣所列：

二零二一年得出的重要性矩陣結果，與二零二零年差異較大，主要由於本集團每兩年或三年進行一次重要性評估問卷調查，而去年所用的結果乃是於二零一九年所釐定的重大議題，所隔時間較長，持份者的關心議題轉變亦較大。本報告將按照以上結果建立報告框架，確保報告內容的鋪排已考慮到議題的重要性。

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In general, the issues that the Group's stakeholders are most concerned about mainly focus on the scopes of "Employment and Labour Practices" and "Operating Practices". In which, external stakeholders are more concerned on the Group's environmental performance, as compared with internal stakeholders. Relevant key issues will be disclosed in detail in this Report in response to the concerns of the Group's stakeholders.

整體而言，本集團持份者最為關注的議題主要集中在「僱傭及勞工常規」及「營運慣例」範疇中，其中外部持份者較內部持份者更關心本集團在環境方面的表現。相關關鍵議題將在本報告作詳細披露，以回應本集團持份者的關心。

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人才及員工

The Group's development and operations depend on the commitment and dedication of all employees, thus retaining outstanding talents has always been an important objective of the Group. As such, the Group has laid down comprehensive policies and strategies in areas such as employee welfare and benefits, health and safety, training and promotion, and labour practices, so as to increase employees' sense of belonging as well as to strengthen the Group's competitiveness.

The following were the Group's employment conditions during the Reporting Period:

珍視人才

本集團之發展及營運均有賴員工的投入與付出，故保留優秀人才一直是集團的重要目標。因此，本集團在員工之待遇與福利、健康與安全、培訓及晉升及勞工慣例等方面，制定了完善的政策與措施，以提高員工歸屬感，同時增加集團的競爭力。

以下為報告期間，本集團聘用僱員的情況：

二零二一年				
		人數	流失人數	流失率
按性別				
Male	男	40	16	28.57%
Female	女	44	14	22.95%
按年齡組別				
30 below	30歲以下	18	4	17.93%
30-50	30歲至50歲	57	20	25.64%
50 above	50歲以上	9	6	42.86%
按地區				
Hong Kong	香港	8	4	33.33%
Mainland China	中國內地	76	26	24.76%
整體		84	30	25.64%

All of the employees of the Group were full-time staff. Apart from the Group's employees, the Group's subsidiary in Mainland China also hired 1 other worker to provide services during 2021. That individual is a male at the age of over 50 who had completed his service during 2021 and already left the Group.

本集團聘請的所有員工皆為全職員工。此外，本集團於中國內地的附屬公司亦於二零二一年期間，聘請 1 位其他工作者提供服務；其為50歲以上的男性，並於年內完成服務，離開本集團。

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人力資源政策及程序

The Group has developed a series of human resources policies and constantly reviews them to ensure that employees' rights and interests are protected in accordance with the relevant laws and regulations as follows:

僱傭及勞工常規

本集團已制定一系列人力資源政策，並不斷對其進行審閱，以確保僱員的權益按照相關法律及法規得到保護。

業務地區	政策	目的	已遵守之法例法規	相關表現
Business units in Hong Kong 香港業務單位	“Employee Manual” 《員工手冊》 “Personnel Management System” 《人事管理制度》	To provide guidelines and procedures for the personnel management 提供人事管理的指引及程序	• Employment Ordinance (Chapter 57 of the Laws of Hong Kong) • Sex Discrimination Ordinance (Chapter 480 of the Laws of Hong Kong) • Disability Discrimination Ordinance (Chapter 487 of the Laws of Hong Kong) • Family Status Discrimination Ordinance (Chapter 527 of the Laws of Hong Kong) • Racial Discrimination Ordinance (Chapter 602 of the Laws of Hong Kong) • 《僱傭條例》(香港法例第57章) • 《性別歧視條例》(香港法例第480章) • 《殘疾歧視條例》(香港法例第487章) • 《家庭崗位歧視條例》(香港法例第527章) • 《種族歧視條例》(香港法例第602章)	Relevant policies and measures are implemented and supervised by the human resources division of each unit. The implementation of relevant policies and measures was effective, and there were no illegal or non-compliance matters during the Reporting Period. 相關政策及措施由各單位之人力資源部負責執行及監督。相關政策及措施的執行效果良好，報告期內並沒有出現違法或違規情況。
Business units in Mainland China 中國內地業務單位	Chapter VII of “Interim Management Measures of Silver Grant International” 《銀建國際暫行管理辦法》第七章 “Employee Grading and Salary Management Measures of Silver Grant International” 《銀建國際員工等級與薪酬管理辦法》 “Assessment of Financial Planner of Wealth Management Center and Salary Management Measures of Silver Grant International” 《銀建國際財富管理中心理財師考核與薪酬管理辦法》 Labour Contract 勞動合同約定	To specify the principles and procedures for personnel management and competitive remuneration, promotion mechanism 規定了人事管理、具競爭力的薪酬原則及程式、晉升機制	• Labour Contract Law of the People's Republic of China • Labour Law of the People's Republic of China • Provisional Regulations on the Collection of Social Insurance Premiums • Housing Provident Fund Management Regulations • Social Insurance Law of the People's Republic of China • Labour Dispute Mediation and Arbitration Law of the People's Republic of China • 《中華人民共和國勞動合同法》 • 《中華人民共和國勞動法》 • 《社會保險費徵繳暫行條例》 • 《住房公積金管理條例》 • 《中華人民共和國社會保險法》 • 《中華人民共和國勞動爭議調解仲裁法》	

ENVIRONMENTAL, SOCIAL AND GOVERNANCE 環境、社會及管治

In 2021, the Group complied with the relevant laws and regulations in Mainland China and Hong Kong relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.



Upholding the principle of fairness and objectivity, the Group considers conditions such as education, experience, abilities and qualifications of respective employees as the basis for recruitment, promotion and dismissal, so as to ensure that employees can demonstrate their strengths in suitable job positions. In terms of wage determination and adjustment, the Group will determine based on the performance of such employee, the results performance in the location where the business operates and local price index, so as to encourage employees and ensure that they can maintain a decent living, and also ensure the Group's competitiveness in talent recruitment.

In terms of employee turnover, whether an employee is being dismissed by the Group or he/she voluntarily resigns, the Group will ensure that the whole process has fully complied with the labour laws and regulations in Hong Kong and Mainland China, including but not limited to providing employees with appropriate period of notice or payment in lieu of such notice. In order to reduce turnover rate, after an employee tenders his/her resignation, the Group will arrange department heads or staff from HR department of the president office to make an appointment with such employee, so as to understand the reasons for his/her resignation and to persuade the employee to stay.

於二零二一年，本集團已遵守中國內地及香港有關補償及解僱、招聘及晉升、工作時間、休息時間、平等機會、多元化、反歧視、以及其他福利及待遇的相關法律及法規。

招聘、薪酬、晉升及解僱

本集團本著公平客觀的原則，按相關僱員的學歷、經驗、能力及資質等條件作為招聘、晉升及解僱的根據，確保僱員能夠在合適的崗位上一展所長。而在工資擬定及調整方面，本集團會根據該僱員的表現、業務營運所在地之業績表現及當地之物價指數而定，以鼓勵僱員並保障他們能夠維持體面生活，同時確保集團在人才招聘方面的競爭力。

對於僱員離職，不論是由本集團解僱或僱員自願離職，本集團會確保整個過程均已全面符合香港及中國內地的勞動法律法規，包括但不限於向僱員提供適當的通知期或代通知金。為減低流失率，在僱員提出離職後，本集團會安排部門領導或總裁辦人事部員工約見面談，了解該僱員的離職原因，並進行挽留。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE 環境、社會及管治

平等機會、多元化及反歧視

In order to maintain an equal and inclusive corporate culture, the Group strictly prohibits any discrimination against any candidates or employees in respect of race, color, nationality, religion, gender, age and others. Through open and fair trainings, recruitment and promotion systems as well as fair performance appraisals and salary management, the Group is able to maintain a working environment with fair competitions, which not only provides a suitable environment for employees to demonstrate their strengths, but also increases the Group's competitiveness in the long run.

The Group has zero tolerance for any form of discrimination or sexual harassment. A whistle-blowing mechanism is developed for employees to report related incidents to their department heads or the human resources department and all complaints are handled confidentially.

工作時數、假期及其他待遇

The Group places much importance on employee's protection, besides providing statutory benefits according to the law and strictly complying with the relevant laws and regulations in Mainland China and Hong Kong, the Group pays full wages to all employees on time and provides Hong Kong employees with compulsory provident funds, medical insurance, as well as covers Mainland China employees with social insurance including pension insurance, medical insurance, unemployment insurance, work injury insurance, maternity insurance and housing provident fund. As for working hours, if employees need to work overtime, the Group compensates its employees fairly according to local employment laws and their employment contracts. In addition to statutory holidays, the Group's employees are also entitled to various paid leaves including annual leave, marriage leave, maternity leave, paternity leave, bereavement, work injury leave, sick leave and compassionate leave etc.

平等機會、多元化及反歧視

為維持平等和包容的企業文化，本集團嚴禁對任何應徵者或僱員作出任何有關種族、膚色、國籍、宗教信仰、性別、年齡等歧視行為。通過公開公平的培訓、招聘及晉升機制，以及公平的績效評估及薪酬管理，本集團得以維持公平競爭的工作環境，不但能提供合適的環境讓僱員一展所長，長遠更可提高本集團的競爭力。

本集團嚴格禁止任何歧視或性騷擾。本集團制定了舉報機制，供僱員向部門主管或人力資源部門舉報相關事件，所有投訴均會保密處理。

工作時數、假期及其他待遇

本集團重視對僱員的保障，除了依法提供法定福利、嚴格執行中國內地及香港的相關法例法規外，準時向所有僱員發放全額工資，並向香港僱員提供強制性公積金、醫療保險，以及向中國內地僱員提供社會保險，包括養老保險、醫療保險、失業保險、工傷保險、生育保險及住房公積金。在工作時數方面，若僱員需要超時工作，本集團根據當地的勞動法及其僱員合約給予僱員公平的補償。除法定假期外，本集團僱員亦享有多項有薪假期，包括年假、婚假、產假、陪產假、喪假、工傷假、病假及撫恤假等。

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On top of compliance, the Group also provides competitive benefits packages and allowances to employees according to the circumstances, such as lunch benefits, holiday fees, birthday fees, heatstroke prevention or heating subsidies, etc. Under the impact of COVID-19 pandemic, the Group significantly reduced group gatherings during the Reporting Period. In order to strengthen team cohesion, the Company provided benefits such as holiday fees, festival gifts, marriage gifts and condolence money according to the budget for annual administration expenses, and the Company will also organize birthday parties for employees each quarter and present birthday gift to them.

In order to ensure good communication between the Group and its employees, the Group establishes an effective flat communication system and provides various channels such as internal calls, emails, bulletin boards and real-time communication software, thus allowing employees to report any matters to department heads or leaders in president office and even president in charge at any time. This ensures that employees' opinions can be conveyed to management, so that management is able to make specific adjustments in respect of relevant areas, thus providing a strong foundation for the effective implementation of various policies and measures.

在合規之上，本集團亦根據情況為僱員提供具競爭力的福利待遇及津貼，如午餐福利、過節費、生日費、防暑降溫或取暖補貼等。受新冠疫情影響，本集團在報告期內群體性的聚集活動大幅度減少。為增強團隊凝聚力，公司按全年行政費用預算，提供了過節費及禮品等節日慰問、員工紅白事慰問費等福利，亦會在每季度舉辦員工生日會並向該等員工贈送生日禮物。

為確保本集團與其僱員間能保持良好的溝通，本集團建立有效之扁平化溝通體系，提供多種渠道例如內部電話、電子郵件、公告欄及即時通訊軟件等，讓員工可隨時向所在部門領導或總裁辦領導甚至分管總裁反映相關問題。此舉可確保僱員之意見得以傳達至管理層，讓管理層能夠就相關範疇作出具針對性的調整，為各項政策及措施的有效推行提供良好基礎。

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勞工準則

業務地區	政策	目的	已遵守之法例法規	相關表現
Business units in Hong Kong 香港業務單位	Requires employees to provide proof of personal information at the induction stage 要求僱員在入職時提供個人資料證明	To standardize induction process, use administrative means to completely avoid cases of child labour or forced labour 規範入職流程，以行政手段全面避免童工或強迫勞工個案發生。	• Employment Ordinance (Chapter 57 of the Laws of Hong Kong) • 《僱傭條例》(香港法例第57章)	Relevant policies and measures are implemented and supervised by the human resources division of each unit. The implementation of relevant policies and measures was effective, and there were no illegal or non-compliance matters during the Reporting Period.
Business units in Mainland China 中國內地業務單位	“Employee Grading and Salary Management Measures of Silver Grant International (Trial version)” 《銀建國際員工等級與薪酬管理辦法(試行版)》		• Labour Law of the People's Republic of China • Regulations of the People's Republic of China on the Prohibition of Child Labour • Law of the People's Republic of China on the Protection of Minors • 《中華人民共和國勞動法》 • 《中華人民共和國禁止使用童工規定》 • 《中華人民共和國未成年人保護法》	相關政策及措施由各單位之人力資源部負責執行及監督。相關政策及措施的執行效果良好，報告期內並沒有出現違法和或違規情況。

The Group's businesses are operated mainly in Hong Kong and Mainland China. During the Reporting Period, the Group did not involve in labour-intensive activities. During the induction of an employee, the Group requires such employee to provide proof of personal identification, including but not limited to information such as identity card and account book. The Group conducts a thorough check of various supporting documents relating to the applicant's age before employing an employee and adopts applicable procedure to verify the age to ensure that the applicant has reached the minimum statutory age for work. Employees who suspect any situation of child labour or forced labour may report to the human resources division of the Group. Such division will fully investigate the situation and dismiss forced labour while ensuring the personal safety of the relevant persons. If it is confirmed that illegal acts are involved, the Group will report the situation to the relevant judicial authority for processing. The Group conducts random reviews on the practice of preventing child and forced labour to ensure the same complying with the relevant laws and regulations. During the Reporting Period, the Group strictly prohibited child and forced labour, and complied with the relevant laws and regulations relating to preventing child and forced labour. The Group was not aware of any illegal or non-compliance matters relating to its employment and labour practices that would have a significant impact on it during the Reporting Period, or any case of child labour or forced labour during the Reporting Period.

本集團的業務主要於香港及中國內地經營，於報告期內，本集團並無涉及勞動密集型的活動。在僱員入職時，本集團要求該名員工提供個人身份證明，包括但不限於身份證及戶口本等資料。本集團在聘用員工之前，會徹底檢查與申請人年齡有關的各種證明文件，並採取適用程序核實年齡，以確保申請人已達到法定最低工作年齡。員工如懷疑出現任何童工或強迫勞工的情況，可向人力資源部門報告；該部門會全面了解情況，在保障相關人士的人身安全的同時，解僱強迫勞工。若當中確認涉及違法行為，本集團會上報司法機構進行處理。本集團對防止僱用童工和強迫勞工的執行情況進行隨機審查，以確保遵守適用法律法規。於報告期內，本集團並無知悉任何對其產生重大影響的有關其僱傭及勞工慣例的違法違規事項，亦無知悉任何僱用童工或強迫勞工的個案。

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健康與安全

業務地區	政策	目的	已遵守之法例法規	相關表現
Business units in Hong Kong 香港業務單位	Adheres to the guidelines issued by the Occupational Safety and Health Council 遵循職業安全與健康委員會發佈的指引	To provide a safe working environment for employees to ensure their health 向僱員提供安全的工作環境，確保他們的健康	- Employees' Compensation Ordinance (Chapter 282 of the Laws of Hong Kong) - Occupational Safety and Health Ordinance (Chapter 509 of the Laws of Hong Kong) 《僱員補償條例》香港法例第282章) 《職業安全及健康條例》香港法例第509章)	Relevant policies and measures are implemented and supervised by the administration division of the Hong Kong and Guangzhou units and the general management division of the Beijing and Taizhou units. The
Business units in Mainland China 中國內地業務單位	The administration division of the president's office cooperates with property management companies to be responsible for the safety in daily working environment 總裁辦行政部協同物管公司負責日常工作環境安全保障		"Labour Safety and Health", Chapter VI of the Labour Law of the People's Republic of China 《中華人民共和國勞動法》第六章「勞動安全衛生」	implementation of relevant policies and measures was effective, and there were no illegal or non-compliance matters during the Reporting Period. 相關政策及措施由香港和廣州單位之行政部，以及北京和泰州單位之綜合管理部負責執行及監督。相關政策及措施的執行效果良好，報告期內並沒有出現違法和或違規情況。

During the Reporting Period, the Group complied with the relevant laws and regulations relating to providing a safe working environment and protecting employees from occupational hazards.

Although the Group does not involve in any high-risk work procedures, it still places importance on workplace health and safety and puts efforts on providing a safe working environment for employees and other stakeholders.

Adhering to the guidelines issued by the Occupational Safety and Health Council, the Group protects the health and safety of its employees in its Hong Kong

於報告期內，本集團已遵守有關提供安全工作環境及保護僱員免受職業危害的相關法律法規。

雖然本集團並無涉及任何高危工作程序，但依然重視工作間的健康與安全，致力為員工及其他持份者提供安全的工作環境。

本集團遵循職業安全與健康委員會發佈的指引，通過確保辦公室於任何時候都有良好的照明及通風，以保護其香港辦

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offices by ensuring a well-lit and ventilated office at all times. As for the business units in Mainland China, the Group's administration division of the president's office cooperates with property management companies to be responsible for the safety in daily working environment, so as to ensure timely maintenance in office areas as well as safety in the use of electricity and water, and to timely identify and eliminate potential hazards. The Group conduct regular inspection on office fire extinguishing equipment, prepared emergency plan and evacuation routes, and holding fire drill to ensure the employees are familiar with the emergency responses. Apart from arranging annual medical examinations for employees, the Group will also disinfect the workplace regularly and hire professional assessment agencies for newly renovated offices to evaluate and remove residual harmful substances, thereby protecting the physical health of employees. In order to ensure the mental wellness of employees, the Group strives to promote the concept of "Hard working and happy life" to employees with various fun activities to create a healthy and harmonious working atmosphere.

The Group is not aware of any cases of work-related deaths in the past three years including the Reporting Period. No lost days due to work injury were recorded during the Reporting Period.

COVID-19 疫情

During the Reporting Period, as the COVID-19 pandemic in Hong Kong was serious, the Group has actively responded to the requirements of the Hong Kong government by formulating and implementing "Guidelines on Dealing With Emergencies Regarding the COVID-19 Epidemic"* (銀建國際集團員工復工防護指引) and "COVID-19 Epidemic Prevention and Control Measures"* (關於新型冠狀病毒性肺炎防控的通知), so as to prevent and reduce the risks of virus transmission at workplace. Among which, to further reduce gatherings, the Group has implemented remote working and shift arrangements, thus reduced the chances of employees of being infected. In general, the principles which the Group's Hong Kong office mainly uses for fighting and prevention of pandemic are as follows: prepare contingency measures in advance, increase awareness of hygiene and protection, and advocate the sharing of anti-pandemic resources.

事處僱員的健康及安全。而在中國內地的業務單位，本集團之總裁辦行政部協同物管公司負責日常工作環境的安全，確保及時進行辦公區域的維修、用電及用水安全，及時識別和消除安全隱患。本集團定期檢查消防設備，制定應急計劃及逃生路線，及定期火災演習以確保僱員熟悉應急措施。除了為僱員安排年度體檢外，本集團亦會定期對工作場所進行消毒，並為新裝修的辦公室聘請專業測評機構評估和消除殘留的有害物質，保障僱員的身體健康。為確保員工的精神健康，本集團更致力通過舉辦各種趣味活動向僱員提倡「勤奮工作，快樂生活」理念，營造健康和諧的工作氛圍。

於過去三年期間(包括報告期)，本集團概無知悉任何因工受傷死亡的個案。在報告期內，本集團概無錄得因工傷損失工作日數。

新冠肺炎疫情

在報告期內，香港的新冠肺炎疫情嚴重，故本集團一直積極響應香港政府的要求，制定並實施了「銀建國際集團員工復工防護指引」及「關於新型冠狀病毒性肺炎防控的通知」，以預防及減少工作場所中病毒傳播的風險。其中，為了進一步減少人員聚集，本集團實施了遠程工作及輪班工作的安排，全面降低員工受感染的機會。整體而言，本集團在香港辦公室主要以提早準備應變措施、提高衛生防護意識及提倡抗疫資源分享為抗疫防疫的原則。

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In 2021, the specific measures of the Group to protect the health of its employees included but not limited to the following:

1. Employees should check their body temperature before going to work and ensure that they have no suspected symptoms of COVID-19 such as fever and cold;
2. Employees who are unwell should seek medical treatment as soon as possible and should avoid continuing to work;
3. Employees should report the relevant diagnosis and treatment results to the administrative department of the Group if necessary;
4. Employees should avoid staying in crowded places and should wear disposable medical surgical masks in the correct way when taking public transport or in crowded public places;
5. Employees should maintain good personal hygiene habits and prevention awareness at all times, such as washing hands frequently, keeping surroundings ventilated, and maintaining safe social distance;
6. Employees should cover their mouths and noses with a tissue when sneezing or coughing, and throw the used tissue into a covered trash can and clean their hands thoroughly; and
7. Employees should keep an eye on the latest information and news on the COVID-19 epidemic.

During the Reporting Period, the Group's administration division regularly updated the development of the COVID-19 pandemic and reviewed the effectiveness of the above measures. A thermometer was set up at the entrance of each office of the Group to check every employee's temperature. Notice was posted in the pantry and toilet to remind employees to maintain good personal hygiene and to maintain social distance.

於二零二一年，本集團在保護員工健康中的具體措施包括但不限於下列各項：

1. 僱員上班前應測量體溫，並確保沒有發燒和感冒等新冠肺炎疑似病症；
2. 身體不適的僱員應盡快就醫並避免繼續工作；
3. 如有必要，僱員應向本集團行政部門報告相關的診斷和治療結果；
4. 僱員應避免留在擁擠的地方，並在乘搭公共交通工具或身處人多的公共場所時，正確地佩戴一次性醫用外科口罩；
5. 僱員應時刻保持良好的個人衛生習慣和防護意識，例如勤洗手、常通風、保持安全社交距離等；
6. 僱員在打噴嚏或咳嗽時應用紙巾遮住口鼻，然後將用過的紙巾丟入有蓋垃圾桶，並徹底清潔雙手；及
7. 僱員應留意有關新冠肺炎疫情的最新資訊和消息。

於報告期內，本集團之行政部定期更新新冠肺炎疫情發展情況，並檢討上述措施的有效性，每個辦公地點入口處設置了體溫計，以檢查每位員工的體溫情況。在茶水間和洗手間張貼了通知，提醒員工保持良好的個人衛生並保持社交距離。



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人才發展

The Group highly values talent cultivation and believes that improvement in employee capabilities is the largest momentum for the Group's long-term development. The

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物業租賃業務培訓

As for its property leasing business, the Group establishes different forms, levels and approaches of annual training according to its annual, quarterly and monthly business plans. Types of training include management training organised by the Group, special training organised by professional technical committees of the Group, on-the-job training organised by individual departments of the Group, and employee care skills training. Besides, certified employees are required to receive regular external audit training.

物業租賃業務

於物業租賃業務方面，本集團根據其年度、季度及月度業務計劃，制定了不同形式、層次及方式的年度培訓。培訓類型包括本集團組織的管理培訓、本集團專業技術委員會組織的專項培訓、本集團各部門組織的在職培訓、僱員關懷技能培訓等。此外，獲得認證的僱員亦需定期接受外部審計培訓。

01 二零二一年					
		受訓僱員人數	相應百分比	總培訓時數	平均培訓時數
按性別	按性別				
Male	男	23	27.38%	533.02	6.35
Female	女	28	33.33%	416.50	4.96
按僱員類別	按僱員類別				
Senior Management	高級管理層	1	16.67%	10.00	1.67
Middle Management	中級管理層	11	73.33%	122.50	8.17
General Staff	基層人員	39	61.90%	817.02	12.97
	整體	51	60.71%	949.52	11.30

負責任營運

As the Group strives to provide high-quality services to its customers, it has always put much importance on the performance of each and every aspect of its business operations and has sought to assume full responsibility for its operations through sound supply chain management, information management and customer service.

負責任營運

本集團致力於向顧客提供高質量的服務，故一直非常重視業務營運每一個環節的表現，務求透過良好的供應鏈管理、資料管理及客戶服務，肩負業務營運的所有責任。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE 環境、社會及管治

供應鏈管理

業務單位	政策	目的	相關表現
Investment business 投資業務	The Group strives to maintain long-term and stable relationship with various intermediaries. In selecting intermediaries, the Group takes into consideration of their prices, customer services, capabilities and experiences, as well as sustainability performance. 本集團與各種中介機構保持長期穩定的合作關係，在選擇中介機構時，本集團會考慮其價格、客戶服務、能力和經驗，以及可持續發展表現。 “Management Measures for the Selection and Recruitment of Intermediary Service Agency” 《中介服務機構選聘管理辦法》	To recruit and manage the commissioned intermediaries by adhering to the principles of openness, fairness, just, selection by merits and cost-saving 遵循公開、公平、公正、擇優、兼顧節約成本的原則來聘用及管理所委聘的中介機構	Relevant policies and measures are implemented and supervised by the legal division of each unit. The implementation of relevant policies and measures was effective. 相關政策及措施由各單位之法務部負責執行及監督。相關政策及措施的執行效果良好。
	“Management System of the Candidate Pool of Intermediary Service Agency” 《中介服務機構備選庫管理制度》	To provide standards for the Group's selection process of intermediaries, so as to manage the environmental and social risks on the supply chain 為本集團篩選中介機構的過程提供準則，以管理供應鏈上的環境及社會風險	

Based on business characteristics, the Group does not cooperate with product suppliers, and its major cooperating parties are intermediaries that provide services, such as limiting to law firms, accounting firms, evaluation companies, auction companies, rating companies, consulting companies, guarantee companies, etc. As for property leasing business, since the Group does not need to cooperate with suppliers, thus this section mainly focuses on the supply chain management policies and performances of investment business.

During the Reporting Period, a total of 33 intermediaries provided services to the Group's investment business, all from Mainland China, and its major intermediaries had not involved in production or other activities that had significant impact on the environment, therefore, the Group believes that it did not impose material environment risk during the Reporting Period.

基於業務特性，本集團並無與產品供應商合作，主要合作對象為提供服務的中介機構，例如限於律師事務所、會計師事務所、評估公司、拍賣公司、評級公司、諮詢公司、擔保公司等。而在物業租賃業務方面，本集團並無與供應商合作的需要，故本章節主要針對投資業務之供應鏈管理政策及表現。

於報告期內，共有33家中介機構為本集團的投資業務提供服務，全部來自中國內地，其主要中介機構沒有涉及對環境有重大影響的生產或其他活動，故本集團認為其於報告期內並無造成重大環境風險。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE 環境、社會及管治

環境及社會風險管理

In order to manage the environmental and social risks of its supply chain, the Group sets up and strictly executes the "Intermediary Agencies Candidate Pool Management Systems", so as to ensure such intermediaries meet the Group's requirements in terms of professional qualifications, credibility, quality, compliance, environmental protection, social responsibility and others. Their qualifications are reviewed by the Group's intermediary management unit in accordance with the relevant criteria stated in its internal policy, including but not limited to the following:

1. Established in accordance with the law, possess relevant industry qualifications, and operated normally in recent years;
2. Possess good credit and records, such as not being punished by relevant departments or industry associations in recent years;
3. Have developed a sound standard of internal management system and quality control system;
4. Did not damage the interests and reputation of the Group when working with the Group in the past; and
5. Have not been excluded from the Group's candidate pool or rejected engagement by the Group in the past.

The Group's intermediary management unit under the legal department of the Group will regularly reviews the intermediary agencies candidate pool in order to comply with the internal policy.

聘用慣例、執行及監察方法

為管理其供應鏈的環境及社會風險，本集團制定了並嚴格執行「中介服務機構備選庫管理制度」，確保該中介機構符合集團在執業資質、信譽、品質、合規、環境及社會相關責任等方面的要求。本集團中介管理單位會根據其內部政策規定的相關準則審核其資格，包括但不限於下列各項：

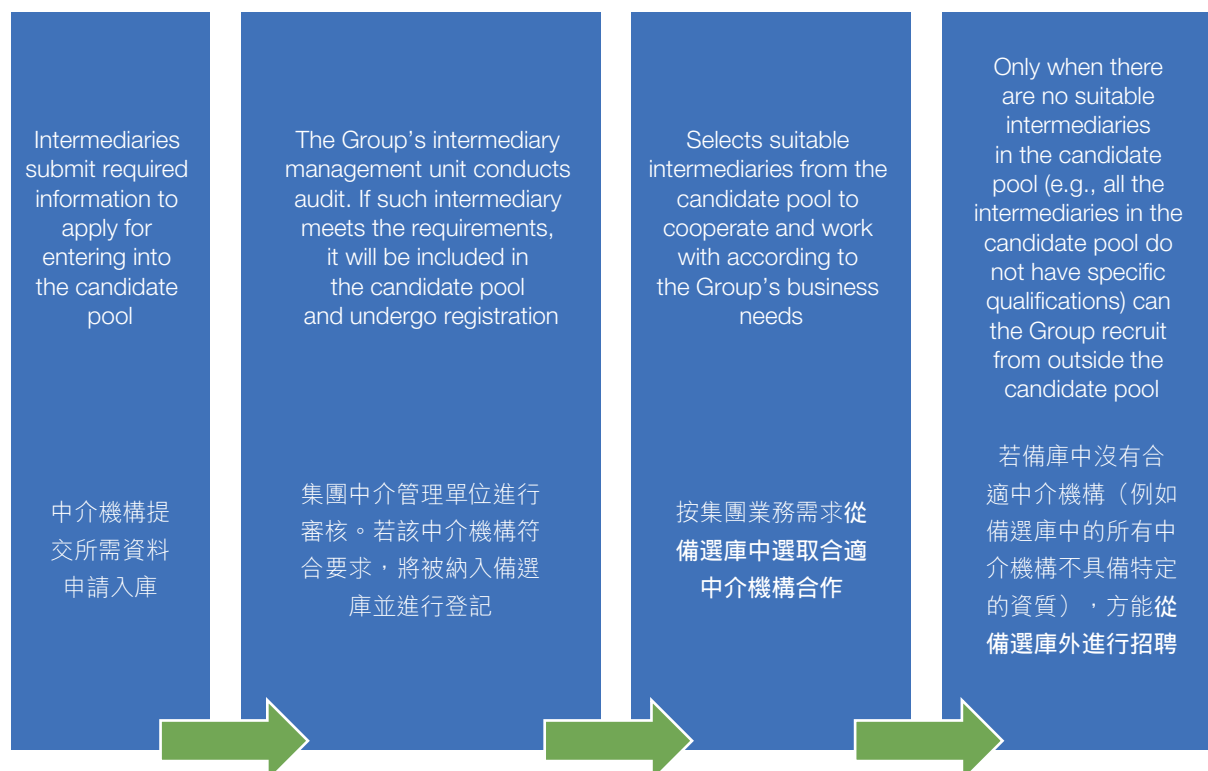
1. 依法設立，具有相關行業執業資質，及近年維持正常運作；
2. 信譽良好，近年來未受到有關部門或行業協會的處罰；
3. 具有健全規範的內部管理制度和品質控制體系；
4. 過去與本集團合作時，沒有損害集團利益和聲譽的記錄；及
5. 過去沒有發生被本集團移除出備選庫或被拒絕聘用的情形。

本集團之法務中心的中介管理單位定期檢討中介服務機構備庫，以確保遵守相關內部政策。

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The Group's selection process of cooperative intermediaries is as follows:

本集團選用合作中介機構流程如下：



In order to ensure that the services of intermediaries can meet the Group's requirements, the Group will, after the completion of a project, evaluate the service quality of the intermediary service agency and its related workers based on the evaluation standards formulated by the intermediary management unit. If such intermediary commits any of the following violation

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4. 通過賄賂或串通等不正當手段取得服務專案；
5. 出具虛假和不實報告；及
6. 其他不符合備選庫的情況。

本集團意識到中介機構的聲譽亦會影響其形象，因此對其在重視環境保護、遵守法律法規以及僱傭方面的政策和措施抱有期望。為了持續監察接受中介機構服務的風險，本集團透過定期的內部評估及與中介機構會面，從成本(通過與類似中介機構的服務成本進行比較)、初步服務質素、是否存在任何異常或負面新聞(透過互聯網獲取)及其他可持續發展表現等方面評估現有中介機構。

產品責任

本集團致力於以負責任的方式提供安全及優質服務，並在供應鏈及價值鏈各方面提升表現，包括服務安全、投訴處理、負責任的營銷、個人隱私保護和中介機構的環境及社會績效管理等。

根據本年度之重要性評估結果顯示，網絡安全為持份者最為重視之議題，故本集團將針對此部分進行深入披露。然而，根據本集團



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The Group complied with the relevant laws and regulations to protect customer information and privacy and the relevant laws and regulations that have significant impact on the Group relating to health and safety, advertising and labelling during the Reporting Period.

The Group's business involves the process of handling an enormous amount of customer private and confidential information. Any information leakage or the occurrence of network risks will bring substantial losses to the Group. Therefore, efficient cybersecurity and stringent information processing procedures are most important to the stable operation of the Group.

In 2021, the Group established its own internet data center which has been professionally managed and maintained by network engineers, thus enhancing the efficiency and security of the Group's information storage. In terms of cybersecurity, the Group has three levels of security protection:

1. The external data center has built an antivirus system, with the network engineers conducting regular maintenance, upgrade and update of virus code base
2. The internal data center has adopted a virtual application control gateway equipped with antivirus functions. Such feature provides protection against specific complex attacks in the network and all-round protection of important information of users, thus preventing the leakage of confidential files and economic loss
3. The Groups has implemented network-section separation management between servers of key systems (such as ERP system, OA system) and ordinary internet users. Ordinary users cannot directly get access to the servers unless they obtain the authorization of IT staff, and users can only remotely login the servers after having assigned a special login server IP. Such measures can prevent potential attacks on key system servers due to infection of users' computers

於報告期內，本集團已遵守有關保護客戶資料及隱私的相關法律法規及在健康與安全、廣告及標籤方面對本集團造成重大影響的相關法律法規。

本集團之業務包含大量處理客戶隱私及機密資料的過程，若當中發生任何資料泄露或網絡風險，將會為集團帶來重大損失。因此，高效的網絡安全及嚴格資料處理流程對本集團的穩定營運最為重要。

2021年，本集團自行建設了互聯網數據中心，並由網路工程師對其進行專業化管理和維護，從而提高本集團資料儲存的效率和安全性。在網路安全方面，本集團擁有三層安全防護：

1. 對外數據中心搭載了防病毒系統，由網路工程師定期對其進行維護、升級版本和更新病毒代碼庫
2. 對內部數據中心採用了虛擬應用控制網關，具備病毒防護功能，可以防護網路中特有的複雜的攻擊，全方位地保護使用者的關鍵資料，避免機密檔案洩露和經濟損失
3. 本集團對關鍵系統（如ERP系統、OA系統）的伺服器與普通上網用戶實行網段隔離管理，普通用戶無法直接訪問伺服器，需要IT人員授權、分配專用登陸伺服器IP才能遠端登陸伺服器，防止由於使用者電腦中毒而對關鍵系統服務器進行攻擊

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In addition, the Group ensures that the office computers of all employees have been installed with antivirus software and security vulnerability checks will be conducted by network engineers on a regular basis.

In terms of information confidentiality, the Group requires employees to comply with a confidentiality agreement when signing employment contracts, that employees shall protect the Group's information and carefully handle customers' information and internal information, otherwise they will be penalized. If the Group notices any non-compliance of such confidentiality agreement or disclosure of the Group's confidential information, it will take corresponding disciplinary actions depending on the circumstances including but not limited to termination of employment, pursuing legal claims to recover compensation and/or other legal liabilities. Moreover, employees are not allowed to use company emails for personal use.

In terms of information handling process, the Group has established clear handling specifications to ensure that confidential information is handled safely and securely, and details of the data handling measures that cover the Group's business operations in Mainland China are as follows:

1. Relevant information must be produced, transmitted, received, used, copied, preserved and destroyed by authorised personnel;
2. Approval and/or consent have to be obtained through internal procedures prior to providing internal information for external communication and cooperation and the other parties have to sign a confidentiality agreement;
3. Employees are only able to access information related to their job content and duties by regular reviews of internal work processes;

此外，本集團所有員工的辦公電腦都確保安裝使用了防毒軟件，由網路工程師定期進行安全性漏洞檢查。

在資料保密方面，本集團要求僱員於簽訂僱傭合約時，須遵守保密協議，保護本集團的信息，同時審慎處理客戶資料及內部資料，否則將受到處分。倘本集團發現任何不遵守相關保密協議或洩露本集團機密信息的行為，本集團將視情況採取相應的紀律處分，包括但不限於終止僱傭關係、通過法律途徑追索賠償及 或其他法律責任。此外，僱員不得使用公司電郵作個人用途。

在資料處理流程方面，本集團制定了明確的處理規範，確保機密信息得到安全及可靠的處理，涵蓋本集團於中國內地業務營運的數據處理措施詳情如下：

1. 相關信息須由授權人員製作、傳送、接收、使用、複製、保存及銷毀；
2. 於為外部交流及合作提供內部信息之前，必須通過內部程序獲得批准及 或同意，並且其他各方須簽署保密協議；
3. 僱員僅能通過對內部工作流程的定期審閱來獲取與其工作內容及職責相關的資料；

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4. The Group's file management system is improved and guidelines are formulated to specify the confidentiality classification system of data and accessibility;
5. Employees are required to make acknowledgement on their confidentiality responsibilities on documents prepared by the human resources departments during the recruitment process; and
6. Employees are required to receive training related to data handling organised by the person in charge of the department; when an employee leaves the Group, the person in charge shall prevent the employee from taking away confidential information.

To strengthen the management of the Group's information, the Group has formulated the "Archive Management Measures", which clearly states the procedures for archive management, document collection and arrangement, retrieval, use and handover. The Company imposed strict access control over sensitive personal information. No employees should have access to copy or reproduce any content of the personal and customers information without prior authorisation. If any employee needs to access information that exceeds their rights granted, they are required to fill out an application form and obtain approval by the relevant supervisors. Furthermore, the Group has installed and updated system firewalls and anti-virus software to prevent hackers from retrieving any information from the Group's information technology system.

The IT department and legal department of the Group is responsible for overseeing the implementation and monitoring the Group's data protection and privacy policies respectively.

During the Reporting Period, the Group was not aware of any cases in relation to the leakage of personal privacy or confidential information of customers.

4. 完善本集團的檔案文件管理制度，制定指引，列明數據的保密分級制度及獲取方式；
5. 要求僱員於招聘過程中，於人力資源部門準備的文件內對自己的保密責任進行確認；及
6. 要求僱員接受部門負責人組織的數據處理相關培訓；於僱員離開本集團時，應防止僱員帶走機密信息。

為加強對本集團信息的管理，本集團已制定《檔案管理辦法》，明確規定檔案管理、文件收集與整理、檢索、使用及移交的程序。本公司嚴格控制敏感個人資料的存取。在未經事先授權情況下，僱員不得取得、複製或複印任何個人或客戶資料。如有僱員需要查閱超出其獲授予權利的資料，須填寫申請表並獲得相關主管人員的批准。此外，本集團亦已安裝並定期更新系統防火牆及防毒軟件，以防止黑客從本集團的信息科技系統中獲取任何資料。

本集團的信息科技部門及法務中心分別負責統籌本集團的數據保護政策及隱私政策的實施及監督。

報告期內，本集團並無知悉任何顧客個人隱私或機密資料泄露相關的個案。

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物業安全

業務地區	政策	目的	已遵守之法例法規	相關表現
Business units in Mainland China 中國內地業務單位	Develops emergency plans for potential hazards 制定安全隱患應急預案	To reduce property safety risks, and to ensure the safety of customers 減低物業安全風險，保障客戶安全	• Law of the People's Republic of China on the Protection of Consumer Rights and Interests • Fire Control Law of the People's Republic of China • 《中華人民共和國消費者權益保護法》 • 《中華人民共和國消防法》	Relevant policies and measures are implemented and supervised by the property management company of the East Gate Plaza. The implementation of relevant policies and measures was effective, and there were no illegal or non-compliance matters during the Reporting Period. 相關政策及措施由東環廣場之物業管理公司負責執行及監督。相關政策及措施的執行效果良好，報告期內並沒有出現違法和或違規情況。

In order to ensure the safety of customers in the East Gate Plaza, the Property Manager engaged by the Group has developed an emergency plan for different types of identified potential hazards, covering a total of thirty safety issues under six categories, including security incidents, safety, firefighting, diseases, flood control, falling objects, etc. Moreover, the Property Manager will also carry out emergency plan drills in the East Gate Plaza on a monthly basis to ensure that customers clearly understand the escape routes when serious incidents occur. Meanwhile, the Property Manager will make sure that the property has been equipped with sufficient emergency supplies such as medicine chests, wheelchairs, firefighting suits and various fire extinguishers and lights. In case of accidents, the Property Manager will also ensure that emergency rescue teams will be organized swiftly to protect the safety of customers.

為確保客戶於東環廣場內的安全，本集團聘用之物業管理公司針對不同類型的安全隱患制定了相關的應急預案，共涵蓋了六大類共三十個安全事項，包括治安事件、安全、消防、疾病、防汛、高空墜物等內容。此外，物業管理公司亦會每月按計劃在東環廣場內進行應急預案演練，確保客戶清晰了解發生重大事件時之逃生路線。同時，物業管理公司會確保物業內已配備足夠之藥箱、輪椅、消防服及各類滅火器燈各類應急用品，若遇上意外時，亦會確保迅速組織應急救援隊，保障客戶安全。

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業務地區	政策	目的	已遵守之法例法規	相關表現
All business units 所有業務單位	Standardizes the complaint handling procedures 標準化投訴處理程序	To improve customer satisfaction and experience 提升其客戶滿意度及體驗	• Law of the People's Republic of China on the Protection of Consumer Rights and Interests • 《中華人民共和國消費者權益保護法》	Relevant policies and measures are implemented and supervised by the administration division of the Hong Kong and Guangzhou units and the general management division of the Beijing and Taizhou units. The implementation of relevant policies and measures was effective, and there were no illegal or non-compliance matters during the Reporting Period. 相關政策及措施由香港和廣州單位之行政部，以及北京和泰州單位之綜合管理部負責執行及監督。相關政策及措施的執行效果良好，報告期內並沒有出現違法和／或違規情況。

The Group strives to enhance the interaction quality with customers, and at the same time expands the contact channels with customers. For instance, customers can provide feedback to the Group via customer service hotline, then the Group will promptly handle complaints according to the standardized complaint handling procedure, so as to improve the overall service quality and also increase their satisfaction on service experience.

Due to the Group's business natures, no products sold or shipped was recalled due to safety and health nor quality reasons during the Reporting Period.

During the Reporting Period, the Group has not received any complaints that had material effect on customers.

本集團致力提升與客戶互動的質素，同時擴寬與客戶的接觸渠道，例如客戶可透過客戶服務熱線向本集團反饋，本集團根據標準化的投訴處理程序及時處理投訴，以改善整體服務質量，同時提高他們的服務體驗滿意度。

於報告期間，由於本集團的業務性質，概無經銷售或運輸的產品因安全和健康或質量問題而被召回。

報告期內，本集團未有接獲任何對客戶造成重大影響之投訴。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE 環境、社會及管治

反貪污

業務地區	政策	目的	已遵守之法例法規	相關表現
Business units in Hong Kong 香港業務單位	Formulates and actively improves the relevant systems and preventive measures 制定並積極完善相關制度及預防措施 The inclusion of the “any forms of bribery or corruption are unacceptable” provision in the “Employee Handbook” 於《僱員手冊》加入「不接受任何形式的賄賂或腐敗」的條文 Formulates anti-corruption policy document “Code of Conduct” 制定反貪污政策文件《行為準則》	- To maintain integrity in operations, to prevent corruption cases - To set forth the basic standards of conduct which directors and employees must comply, as well as to adhere to the policies on receiving benefits and declaring conflict of interest when handling matters	- Prevention of Bribery Ordinance (Chapter 201 of the Laws of Hong Kong) - Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Chapter 615 of the Laws of Hong Kong) 《防止賄賂條例》(香港法例第201章) 《打擊洗錢及恐怖分子資金籌集條例》(香港法例第615章)	Relevant policies and measures are implemented and supervised by the human resources division, risk control division and legal division of each unit. The implementation of relevant policies and measures was effective, and there were no illegal or non-compliance matters during the Reporting Period. 相關政策及措施由各單位之人力資源部、風控部及法務部負責執行及監督。相關政策及措施的執行效果良好，報告期內並沒有出現違法及／或違規情況。
Business units in Mainland China 中國內地業務單位	The labour contract, Annex II “Employee Legal Responsibility Letter”, signed by the employee, expressly stipulates that the employee shall not use the convenience of work to engage in matters that damage the interests of the Company 員工簽署的勞動合同附件二《員工法律責任書》明文規定員工不得以工作便利從事損害公司利益事宜	- 維持廉潔營運，防止貪污案件發生 - 列明董事及職員必須恪守的基本行為標準，以及在處理事務時應遵守有關收受利益和申報利益衝突的政策	- Anti-Money Laundering Law of the People's Republic of China - Criminal Law of the People's Republic of China 《中華人民共和國反洗錢法》 《中華人民共和國刑法》	相關政策及措施由各單位之人力資源部、風控部及法務部負責執行及監督。相關政策及措施的執行效果良好，報告期內並沒有出現違法及／或違規情況。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE 環境、社會及管治

During the Reporting Period, the Group strictly abided by the relevant laws and regulations in Mainland China and Hong Kong relating to bribery, extortion, fraud and money laundering.

The Group promotes an operating culture with integrity and strives to eradicate any form of corruption. As such, the Group requires employees to also sign Annex 2 “Legal liabilities of employees” when signing labour contracts, with such annex setting out relevant requirements as follows:

1. Employees shall not use work as a convenient means to engage in matters that damage the interests of the Company;
2. Employees shall not use work as a convenient means to claim or receive benefits such as rebates from work contact units;
3. Employees shall maintain normal business contacts with work contact units, shall not accept any cash gifts, negotiable securities and valuables, and shall not require the other party to reimburse any expenses that should be personally borne by such other party;
4. Employees shall not participate in banquets and entertainment activities that may influence the fairness of conducting business. If employees are required to participate in those banquets and entertainment activities due to actual situations, then they must obtain prior approval from a higher level based on administrative relations;
5. Employees shall not request or accept work contact units to provide convenience for their house renovations, weddings and funerals, work arrangements for family members and children as well as going abroad etc.; and
6. Employees shall not use work as a convenient means to engage in other matters that damage the interests of the Company.

於報告期內，本集團嚴格遵守中國內地及香港有關賄賂、引渡、欺詐及洗錢的相關法律及法規。

本集團推廣廉潔的營運文化，致力杜絕任何形式的貪污腐敗。因此，本集團要求員工在簽署的勞動合同時需同時簽署附件二《員工法律責任書》，當中列明相關規定：

1. 員工不得以工作便利從事損害甲方公司利益的事宜；
2. 員工不得借工作便利向工作聯繫單位索要和收受回扣等好處費；
3. 員工應當保持與工作聯繫單位的正常業務交往，不得接受任何禮金、有價證券和貴重物品，不得要求對方報銷任何應由其個人承擔的費用；
4. 員工不得參加可能對公正開展業務有影響的宴請和娛樂活動。如員工確因實際情況須參加宴請、進行娛樂活動的，須事先按行政隸屬關係取得上一級批准；
5. 員工不得要求或者接受工作聯繫單位為其住房裝修、婚喪嫁娶、家屬和子女的工作安排以及出國等提供方便；及
6. 其他以工作便利損害甲方公司利益的事宜。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE 環境、社會及管治

According to the newly formulated “Code of Conduct”, the Group has set forth the minimum requirements that shall be observed by employees in all regions in aspects regarding the prevention of bribery, extortion, fraud and money laundering, acceptance of benefits, offering of benefits, hospitality, handling of documents, conflict of interest, information protection as well as relationships with suppliers, contractors and customers. If employees discover a conflict of interest at work, they shall declare it immediately to the Group's ethics committee in order to avoid violations of the requirements.

The Group has established anti-bribery and whistle-blowing policies, together with the employee handbook and code of conduct to inform employees on the procedures in reporting any suspected cases. The Company's Audit Committee assumes overall accountability for monitoring and reviewing the implementation of the policies and making recommendation for action resulting from investigation into complaints, while delegating day-to-day responsibilities for oversight and implementation to the Group's senior management. If employees discover any suspected corruption cases, they can report such issues to the senior management of their departments at any time. If the Group suspects that such violations involve corruption or other criminal offences, it will report them to relevant law enforcement agencies. If any director or employee has been confirmed of breaching the Code of Conduct, they will be subject to disciplinary actions, including but not limited to termination of employment. The Group's management will conduct investigation in respect of such reports, and if the cases are true, the Group will take actions according to the severity of the incidents, including but not limited to dismissal of relevant employees and report such incidents to judiciary.

In 2021, anti-corruption training was provided to the newly appointed Directors, to enhance the anti-corruption mindset. In order to raise employees' awareness on ethics of business operations, the Group will provide more relevant training projects in 2022 to uphold the Group's core values of honesty, integrity and fairness. During the Reporting Period, there was no concluded legal cases regarding corrupt practices brought against the Group or its employees.

而根據剛制定之《行為準則》，本集團在防止賄賂、勒索、欺詐及洗錢、接受利益、提供利益、款待、文件處理、利益衝突、資料保護及與供應商、承包商及客戶的關係方面，均列明所有地區的員工應遵守的底線。若有員工在工作過程中發現有利益衝突關係，應立刻向本集團道德委員會申報，以避免違反規定。

本集團已制定反賄賂及舉報政策，以及僱員手冊和行為守則，知會僱員舉報可疑案件的程序。本公司審核委員會承擔監督及檢討政策實施的整體問責性，以及對因調查投訴而產生的任何行動提出建議，同時將監督及實施的日常責任委託予本集團的高級管理人員。如若員工發現懷疑貪腐案件發生，其可隨時向所在部門的高級管理人員反應相關問題。如本集團懷疑該違規事項涉及貪污或其他刑事罪行，將會向有關執法機構舉報。如任何董事或職員確認違反行為守則，均會受到紀律處分，包括但不限於被終止職務。集團管理層會就相關舉報展開調查，個案屬實，本集團將按事件的嚴重程度進行處理，包括但不限於解僱相關員工及向司法機構舉報。

於二零二一年，有關反腐敗的培訓已提供給新任命董事，以提高其對於反腐敗的認知。為了提高僱員對商業道德經營的認知，本集團將於下一年度新增相關培訓項目，維護本集團誠實、廉潔、公平的核心價值。於報告期內，本集團概無任何由本集團或其僱員提起並已審結的貪污訴訟案件。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE 環境、社會及管治

環境及氣候變化

能源消耗及溫室氣體排放

Due to the business nature of the Group, its major operations are mainly conducted in offices. The energy consumed during the Group's operations mainly came from lighting, air conditioning and other equipment. During the Reporting Period, there were no significant emissions or waste produced from the Group's businesses. That is, its businesses had limited negative impact to the environment. In order to respond to the concerns of its external stakeholders, the Group will continue to optimize its environmental performances. As the management of the East Gate Plaza (under the Group's property leasing business) was outsourced to a third-party property management company, the Group is unable to obtain the energy consumption volume of such facility, thus no such data has been covered in this Report.

The Group strictly adheres to the "Environmental Protection Law of the People's Republic of China", "Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes" and other laws and regulations in relation to environmental protection. During the Reporting Period, the Group had no violations of relevant local environmental laws and regulations that have material impact on the Group in relation to GHG and air emissions, sewage discharge, and generation of hazardous and non-hazardous waste.

空氣污染

The Group has always operated in accordance with the local environmental legal requirements and regulations, as well as cooperated with the updates of relevant regulations, so as to reduce the burdens of its operations on the environment and natural ecosystem.

Since the source of the Group's air emissions is automobiles, the Group has launched a series of measures to control and reduce air emissions as much as possible. These measures include but are not limited to:

關心環境與社區

溫室氣體及廢氣排放

基於本集團的業務性質，其主要經營集中於辦公室內進行。本集團經營時所消耗的能源主要來自照明、空調及其他設備。於報告期內，本集團的業務並無產生大量排放物或廢棄物。即或其業務為環境帶來的負面影響有限，為回應其外部持份者的關注，本集團仍會持續優化其環境表現。由於本集團物業租賃業務下的東環廣場外判予第三方物業管理公司管理，本集團未能獲取該設施的能源消耗量，故此本報告未有涵蓋其數據。

本集團嚴格遵守《中華人民共和國環境保護法》、《中華人民共和國固體廢物污染環境防治法》及其他有關環境保護的法律法規。本集團於本報告期並無任何就溫室氣體及廢氣排放、污水排放以及有害及無害廢棄物產生、對本集團有重大影響的當地相關環境法律法規之違規事件。

廢氣排放

本集團一貫按照當地環境法律要求及法規進行營運，並配合相關法規的更新，減低其營運對環境及自然生態系統帶來的負擔。

由於本集團的廢氣排放源為汽車，本集團推行一系列措施，盡力控制及減少廢氣排放。措施包括但不限於：

ENVIRONMENTAL, SOCIAL AND GOVERNANCE 環境、社會及管治

1. Records and monitors its vehicle mileage and fuel consumption regularly, checks the conditions and actual uses of its vehicles, conducts repairs when necessary, maintains energy efficiency and ensures the correct use of vehicles by employees
2. Upgrade its data collection system and reviews its emission reduction strategies on a regular basis
3. In order to meet regional emission reduction goals and increase operational performance, the Group continues to collect and review emission data and adjust its emission reduction strategy

In terms of the Group's air emission performance, as the industry in which the Group operates does not generate large amount of air emissions, thus for the time being, the Group will maintain its current performance as basis and will regularly review its performance and adjust its long-term goals.

Air emission data of the Group is as follow:

1. 定期記錄及監測其車輛行使里程及燃料消耗量，檢查車輛的狀態及實際使用情況，必要時進行維修，保持能源效益，確保員工正確使用車輛
2. 升級其數據收集系統，並定期審查其減排策略
3. 為配合地區減排目標及提升營運表現，本集團持續收集及檢視排放數據，調整其減排策略

針對本集團的廢氣排放表現，由於所處行業並無產生重大廢氣排放，故本集團暫以維持目前的表現為基礎，並會定時檢討其表現及調整長期目標。

本集團的廢氣排放數據如下：

廢氣排放 ¹	01 二零二一年	00 二零二零年	01 二零一九年	01 二零一八年
Nitrogen oxides (NO _x) 氮氧化物(NO _x)	0.0048	0.0016	0.0121	0.0124
Sulphur oxides (SO _x) ² 硫氧化物(SO _x) ²	0.0003	0.0000	0.0000	0.0001
Particulate matter (PM) 顆粒物(PM)	0.0006	0.0001	0.0009	0.0009

ENVIRONMENTAL, SOCIAL AND GOVERNANCE 環境、社會及管治

Remarks:

1. Emission factor makes reference to the “How to prepare ESG reports – Appendix 2: Reporting Guide to Environmental KPIs” issued by the Stock Exchange and the “Technical Guidelines for the Preparation of Air Pollutants Emission Inventory for Road Vehicles (Trial) (道路機動車大氣污染物排放清單編制技術指南(試行))” issued by the Ministry of Ecology and Environment of the People's Republic of China. The 2021 data included air emissions from operations in Beijing, Hong Kong, Guangzhou and Taizhou. In 2020 or before, the report only included air emissions from operations in Hong Kong and Guangzhou.

2. The sulphur content used in 2021 was 10ppm.

The NO_x and PM emissions for 2021 increased by 2 times and 4.8 times respectively as compared to those in 2020, which was mainly attributable to the optimization of data collection method by the Group in 2021, and the inclusion of air emission data of vehicles from Beijing and Taizhou offices for the first time, which truly reflected the air emissions performance.

溫室氣體排放

The Group takes on the role as a responsible enterprise, and at the same time matches up with the global and national long-term goal of carbon neutrality. The Group actively adopts various measures to reduce its GHG emissions and to mitigate the negative impact of climate change on society.

This Report discloses the direct GHG emissions from the business operations owned or controlled by the Group (Scope 1) and the indirect energy GHG emissions from the internal consumption of purchased electricity, heat and steam by the Group (Scope 2); and the Group's main sources of GHG emissions during the Reporting Period included fuel consumption from its vehicles as well as electricity consumption from its buildings and equipment.

備註：

1. 排放因子參考聯交所發佈的《如何準備環境、社會及管治報告 - 附錄二：環境關鍵績效指標匯報指引》及中華人民共和國生態環境部發佈的《道路機動車大氣污染物排放清單編制技術指南(試行)》。2021年度數據包括北京、香港、廣州和泰州業務的廢氣排放。2020年或以前，報告只包括香港和廣州業務的廢氣排放。

2. 二零二一年採用含硫量為10ppm。

二零二一年的NO_x以及PM排放量相對二零二零年分別增加2倍及4.8倍，主要歸因二零二一年集團優化數據收集方式，首次加入北京及泰州辦公室的汽車的廢氣排放數據，更真實反映廢氣排放表現。

溫室氣體排放

本集團肩負負責任企業的角色，同時配合全球及國家長遠碳中和的目標，積極採取不同措施以減少溫室氣體排放，緩解氣候變化對社會的負面影響。

本報告就本集團所擁有或控制的業務經營活動所產生的直接溫室氣體排放(範圍一)和本集團內部購買的電力、熱力和蒸汽消耗的間接能源溫室氣體排放(範圍二)進行披露；而本集團於報告期內的主要溫室氣體排放源包括其車輛的燃料消耗，和其建築及設備的電力消耗。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE 環境、社會及管治

The GHG emissions of the offices in Beijing and Hong Kong for this year recorded a decrease. However, the addition of data disclosure for business units in Taizhou for 2021, along with the newly added Scope 1 related data of two business units in Beijing and Guangzhou, have resulted in an increase of 15% in the total GHG emissions as compared to that in 2020. Of which, Scope 2 emissions of Guangzhou office had significant increased when compared with 2021, which was due to relocation of the office to a new address with double the size of previous one, thus energy consumption was higher. Based on the fact that the overall office area increased, the aggregate GHG emission intensity decreased by half. In terms of its GHG emissions, the Group will maintain its current performance as basis and will regularly review its performance and adjust its long-term goals.

本年度北京及香港的辦公室的溫室氣體排放錄得下跌。然而，二零二一年新增了泰州業務單位的數據披露，加上新增北京和廣州兩個業務部門之範圍一相關數據，以致溫室氣體排放總量相對二零二零年上升15%。當中廣州辦公室的範圍二排放較二零二零年大幅上升，是由於辦公室搬遷到大出一倍面積的新地址，所消耗能源較多。基於整體辦公室面積上升，合計溫室氣體排放密度則下降一半。就其溫室氣體排放，本集團以維持目前的表現為基礎，並會定時檢討其表現及調整長期目標。

GHG emissions data of the Group is as follows:

本集團的溫室氣體排放數據如下：

溫室氣體排放 ¹	公噸二氧化碳當量		
	01 二零二一年	00 二零二零年	01 二零一九年
北京 ²			
Scope 1 範圍一	26.11	—	—
Scope 2 範圍二	120.39	189.84	232.73
Sub-total 小計	146.50	189.84	232.73
Intensity (per square meter) 密度(每平方米)	0.09	0.25	0.30
香港			
Scope 1 範圍一	0.63	0.94	5.56
Scope 2 範圍二	17.13		



ENVIRONMENTAL, SOCIAL AND GOVERNANCE 環境、社會及管治

Remarks:

1. The calculation of the GHG emissions data is made with reference to the “Greenhouse Gas Protocol: Corporate Accounting and Reporting Standards”, “How to prepare ESG reports Appendix 2: Reporting Guide to Environmental KPIs” issued by the Stock Exchange, the sustainability reports issued by the Hong Kong Electric Company Limited and Hong Kong and China Gas Company Limited, “Average CO2 Emission Factor of China’s Regional Power Grids in 2011 and 2012” published by the National Development and Reform Commission of the PRC, and the revisions on the “Guidelines on Enterprise Greenhouse Gas Emissions Accounting and Reporting Power Generation Facilities (2021 Revision) (Draft for Comment) (企業溫室氣體排放核算方法與報告指南發電設施(2021年修訂版)(徵求意見稿)修訂說明”.
2. The leased properties in Beijing are managed by third party companies and therefore this Report excludes the relevant data. Scope 1 related data of the Beijing offices has only been included in the scope of this Report since 2021. Moreover, since the Group’s purchased heat was charged by floor area instead of the heat consumption amount, the Group was not able to obtain the actual heat consumption amount. Therefore, such data only included the GHG emissions data relating to purchased electricity and excluded purchased heat.
3. Scope 1 related data of the business units in Guangzhou has only been included in the scope of this Report since 2021.
4. The Taizhou business unit was new business premises in 2021, therefore the relevant data was not reported in 2020 and 2019.

In order to effectively reduce energy consumption and GHG emissions, the Group has implemented a series of energy-saving measures in its offices. For details, please refer to the “Use of Resources – Energy use” section in this Report.

備註：

1. 溫室氣體排放數據參照《溫室氣體議定書：企業會計和報告標準》、聯交所發佈的《如何準備環境、社會及管治報告？— 附錄二：環境關鍵績效指標匯報指引》、香港電燈有限公司及香港中華煤氣有限公司刊發的可持續發展報告、中國國家發展改革委員會刊發的《2011年和2012年中國區域電網平均二氧化碳排放因子》，及《企業溫室氣體排放核算方法與報告指南發電設施(2021年修訂版)》(徵求意見稿)修訂說明。
2. 位於北京的租賃物業由第三方公司管理，因此本報告不包括相關數據。北京辦公室之範圍一相關數據自二零二一年才加入於本報告範圍內。另外，由於本集團外購的熱能是按建築面積收費，而不是按熱能消耗量收費，故本集團無法獲得實際用熱量。因此，數據只包括外購電力相關的溫室氣體排放數據，而不包括外購熱能。
3. 廣州業務單位之範圍一相關數據自二零二一年才加入於報告範圍內。
4. 泰州業務單位為二零二一年新增營運點，因此二零二零和二零一九年的報告沒有匯報相關數據。

為有效減少能源消耗及溫室氣體排放，本集團在其辦公室實施了一系列節能措施，詳細內容可參考本報告中的「資源使用 — 能源使用」章節。



ENVIRONMENTAL, SOCIAL AND GOVERNANCE 環境、社會及管治

The amount of non-hazardous waste generated by the Group is as follows:

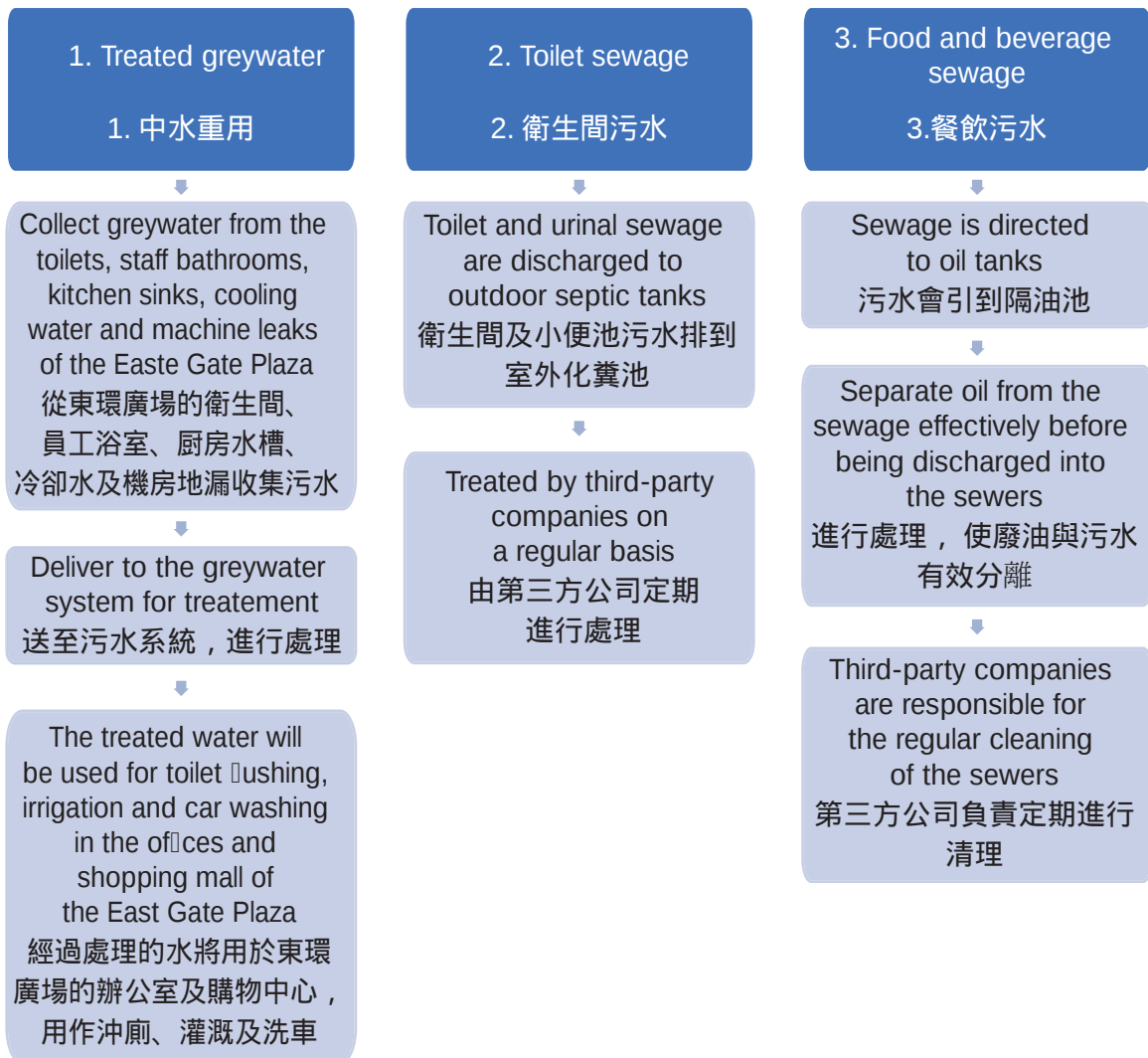
本集團無害廢棄物產生量如下：

無害廢棄物	公噸		
	01 二零二一年	00 二零二零年	01 二零一九年
Office Paper ¹ 辦公用紙 ¹	0.499	0.327	0.300
Intensity (per employee) ² 密度(每員工) ²	0.00907	0.00537	0.00490

Remarks:

- The figures were obtained from printers and paper purchase records since 2019. The data for 2019 included paper consumption in Beijing, Hong Kong and Guangzhou offices. As the relevant data of Beijing and

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資源使用

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- *Energy saving in properties*

Based on the needs of tenants, visitors and employees, the Group cooperates with property management companies and implements an energy-saving temperature control system, launches regular energy-saving measures and internal trainings, prevent excessive use of electricity and heat in facilities, and more accurate collection of usage data, so as to achieve comprehensive management and control.

- 物業節能

按照租戶、訪客及員工的使用需要，本集團配合物業管理公司，使用節能升調溫系統，進行定期節能措施及內部培訓，防止設施過度耗電及耗熱，並更準確收集用量數據，以作全面管控。

Automatic temperature adjustment 自動調溫

The automatic system adjusts the operation time of the chillers and timely switches the operation of different units automatically according to the outdoor temperature and humidity, which replaces manual operation, enhances stability of the temperature control system, and reduces water and electricity consumption. 自動系統按室外溫度及濕度自動調整冷水機組運作時間，適時切換不同機組運行，以取代人手操作，提升調溫系統穩定性，降低水電消耗。

Tenants' cooperation 租戶合作

All newly renovated tenants are required to install remote transmission meters and record data regularly for energy consumption data analysis. 所有新裝修的租戶也需按要求安裝遠傳電錶，並定期記錄數據，以便進行能源消耗數據分析。

Regular Inspection and Repair 定期檢查及維修

All hot water tanks are required to be cleaned regularly to ensure that the heat exchange efficiency maintains at a good level, thus reducing heat and electricity consumption. 所有熱水加熱罐也定期進行清潔，確保其熱能交換效率維持良好水平，降低熱能和電能消耗。

Employee Training 員工培訓

Provides training to employees on the operation of meter installation and energy management platform, and performs monthly statistical analysis of data collected from existing energy meters. 為員工提供電錶安裝及能源管理平台操作培訓，並對現有能源表收集的數據進行每月統計分析。

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The use of energy data of the Group is as follows:

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能源使用 ¹	兆瓦時		
	01 二零二一年	00 二零二零年	01 二零一九年
泰州 ⁵			
Petrol 汽油	91.70	N/A不適用	N/A不適用
Purchased Electricity 外購電力	29.11	N/A不適用	N/A不適用
Sub-total 小計	120.81	N/A不適用	N/A不適用
Intensity (per square meter) 密度(每平方米)	0.08	N/A不適用	N/A不適用
合計	554.65	273.1	319.11
Intensity (per square meter) 密度(每平方米)	0.10	0.12	0.13

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Remarks:

1. The conversion of energy data is made with reference to the “How to prepare ESG reports Appendix 2: Reporting Guide to Environmental KPIs” issued by the Stock Exchange.
2. These relevant data have been included in this Report since 2021.
3. The leased properties of the East Gate Plaza are managed by third-party companies and therefore the relevant data is not included in this Report. Since the Group's purchased heat was charged by floor area instead of the heat consumption amount, the Group was not able to obtain the actual heat consumption amount. Therefore, such data only includes the GHG emissions data in relation to purchased electricity and excludes purchased heat.
4. The Hong Kong business unit had no purchased Towngas during 2021.
5. The Taizhou business unit was not included in the scope of ESG Report for 2020 or before and therefore the relevant data was not reported in 2020 and 2019.

備註：

1. 能量數據參照聯交所發佈的《如何準備環境、社會及管治報告？— 附錄二：環境關鍵績效指標匯報指引》轉換。
2. 此等相關數據由二零二一年起加入本報告之中。
3. 東環廣場的租賃物業由第三方公司管理，因此本報告不包括相關數據。由於本集團外購的熱能是按建築面積收費，而不是按熱能消耗量收費，故本集團無法獲得實際用熱量。因此，數據只包括外購電力相關的溫室氣體排放數據，而不包括外購熱能。
4. 香港業務單位於二零二一年期間沒有外購煤氣。
5. 泰州業務單位不在二零二零年或之前的環境、社會及管治報告的範圍內，因此二零二零和二零一九年的報告中沒有匯報相關數據。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE 環境、社會及管治

二零二一年間，本集團的總能耗

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The Guangzhou business unit did not have to pay for its water consumption. Therefore, its relevant water consumption data is not available. The data of water usage in the Group's offices in Beijing, Hong Kong and Taizhou is as follows:

廣州業務單位不需繳交用水費用，因此無法獲取相關用水數據。本集團於北京、香港及泰州辦公室用水數據如下：

用水量	噸		
	01 二零二一年	00 二零二零年	01 二零一九年
¹ 北京 ¹			
Total 合計	2,399	2,242	1,773
Intensity (per employee) 密度(每員工)	109.03	89.68	80.59
² 香港 ²			
Total 合計	N/A不適用	N/A不適用	—
Intensity (per employee) 密度(每員工)	N/A不適用	N/A不適用	—
³ 泰州 ³			
Total 合計	276	N/A不適用	N/A不適用
Intensity (per employee) 密度(每員工)	39.43	N/A不適用	N/A不適用

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Remarks:

1. Data for 2021 was the estimated water consumption of the Beijing office. The data collected was water consumption for the whole year of an entire building (including business unit offices and tenants). Based on the ratio of occupied area and usage time of offices and tenants respectively, the report calculated that the percentage of water consumption of offices and tenants was 67% and 33% respectively, whereas the estimated water consumption was 2,399 tonnes and 1,199 tonnes respectively, at a total of 3,598 tonnes.
2. The water consumption of the Hong Kong business unit covers the Group's staff quarters in Hong Kong only. As the staff quarters in Hong Kong were vacant in 2019, the Group recorded no water consumption. After 2020, no staff quarters were provided.
3. The Taizhou business unit was not included in the scope of ESG Report for 2020 or before and therefore the relevant data was not reported in 2020 and 2019.

The Group's overall water consumption in 2021 increased by 23% as compared to that in 2020, mainly due to the newly added usage data of

備註：

1. 二零二一年數據為北京辦公室估算用水量。所收集數據為整棟樓宇(包括業務單位辦公室及租戶)的一年用水量，報告分別按辦公室及租戶的佔地面積及使用時間比例，計算出辦公室及租戶用水量的佔比為67%及33%，而估算用水量分別為2,399噸和1,199噸，共3,598噸。
2. 香港業務單位的用水量僅覆蓋本集團在香港的員工宿舍。由於香港員工宿舍於二零一九年期間空置，因此沒有用水量紀錄。二零二零年後，並無再提供員工宿舍。
3. 泰州業務單位不在二零二零年或之前的環境、社會及管治報告的範圍內，因此二零二零和二零一九年的報告沒有匯報相關數據。

本集團於二零二一年的用整體水量分別較二零二零年增加23%，當中主要因為新加入泰州業務單位的用量數據作統計。北京用水量方面，本年度分別按辦公室和入駐租戶的樓面使用面積及時間，分拆出兩者的用水量——辦公室本年度用水量佔整棟樓宇的67%，其用量較上一年度稍稍上升6%；而租戶使用量則佔整體的33%。本集團將繼續完善其數據收集系統，並審閱其用水量，以提高其用水效率。

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In terms of the goals of the Group's water consumption efficiency, the Group intends to maintain its current performance as basis and will regularly review its performance and adjust its long-term goals.

其他資源的使用

The businesses of the Group have no procurement and use of raw materials and packaging materials, thus no disclosure has been made on relevant information.

環境及天然資源

Due to the Group's business nature, its business activities mainly involve the consumption of electricity and water resources, and apart from that, have no material impact on the environment and natural resources. As a responsible enterprise, besides implementing resource-saving measures in the offices and the East Gate Plaza, the Group has further encouraged employees to participate in environmental protection projects, such as tree planting activities organized by the Federation of Trade Unions of Foreign-invested Enterprises, which practice environmental protection through actions.

氣候變化

The Group's business is not materially impacted by climate change because of its business nature. The Group understands that extreme weather can affect the major business operations in the Group's offices and the East Gate Plaza, as well as impose risks on the safety of tenants, employees and visitors. The Group has conducted internal discussions on issues relating to climate change and it is proposed that relevant policies will be formulated.

就本集團的用水效率目標，本集團計劃以維持目前的表現為基礎，並會定時檢討其表現及調整長期目標。

其他資源的使用

本集團的業務並沒有採購和使用原材料和包裝材料，故沒有披露相關資料。

環境及天然資源

基於本集團的業務性質，其業務活動主要涉及電力和水資源消耗，此外對環境及天然資源並沒有重大影響。作為負責任企業，本集團除了於辦公室及東環廣場內推行資源節約措施以外，更進一步鼓勵僱員親身參與環境保護項目，如由外商投資企業工會聯合會組織的植樹活動，透過行動實踐環保。

氣候變化

本集團的業務性質不易受到不斷變化的氣候的重大影響，本集團明白極端天氣事件會影響本集團辦公室和東環廣場內的主要業務運作，及為租戶、僱員和訪客的安全帶來風險。本集團已就氣候變化相關議題展開內部討論並提議將制定相關政策。

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The Group has launched a series of measures for the work arrangements under adverse weather, including: (i) equipping with backup power supply to maintain the operation of servers when it encounters a disruption; (ii) monitoring window safety; and (iii) closely following the code of practice in times of typhoons and rainstorms to ensure safety, so as to safeguard the safety of all individuals in the offices and the East Gate Plaza.

Before the occurrence of any extreme weather events, the Group will assign staff to conduct site inspections to ensure that all doors and windows are properly closed, and to apply shatterproof tapes on large-sized glass doors and window before typhoons as well as fasten or remove outdoor hanging items to reduce the risk of falling from heights. During the extreme weather events, the Group will require employees to stay at safe places or work from home according to guidelines and provide technical support as required. After the extreme weather events, the assigned staff will inspect the offices and the East Gate Plaza and may arrange for blockades and repair work if necessary, as well as post warning signs to alert site users.

社區服務及社區投資

As a corporate citizen, the Group is committed to promoting the sustainability of its business and the development of the community in which it operates. The Group offers human and financial support based on the needs of the community. The Group advocates a management philosophy of “people-first”, actively supports the community by fostering volunteerism and encouraging its employees to participate in community services. Apart from physical support, the Group contributes economic resources to the development of the communities in which it operates by increasing local employment opportunities to create jobs and improve living conditions.

Due to COVID-19 pandemic, the Group was unable to organize volunteering activities to provide frontline services for the community during the Reporting Period. The Group is actively exploring volunteering activities in the form of donations for next year in response to the educational, environmental and economic needs in various communities.

就惡劣天氣工作安排，本集團推行一系列措施包括：(i)設置備用電源，以便在干擾時維持伺服器運行；(ii)定期監測窗戶安全；及(iii)密切跟隨颱風及暴雨警告下工作守則以確保員工安全，以保障辦公室和東環廣場內所有人士的安全。

於極端天氣事件發生前，本集團指派職員進行場所檢查，確保所有窗門安全關上，並在颱風前為大型玻璃窗門加上防碎膠紙，繫穩或除下戶外懸掛物品，減低高處跌落風險。於極端天氣事件發生期間，本集團按指引要求員工留在安全的地方或在家工作，並提供所需技術支援。極端天氣事件發生後，指定職員會巡查辦公室和東環廣場，必要時安排封鎖及維修，並張貼警告提醒場地使用者。

社區投資

到作為一個企業公民，本集團致力於促進其業務的可持續性及其營運所在社區的發展。本集團根據社區的需求提供人力及財政支持。本集團倡導「以人為本」的管理理念，通過培養志願者精神，鼓勵其僱員參與社區服務，積極支持社區。除了物質支持外，本集團亦通過增加當地的就業機會，為其營運所在社區的發展貢獻經濟資源，創造就業機會，改善生活條件。

受限於新冠疫情，本集團於報告期內未能舉辦志願者活動，為社區提供前線服務。本集團積極探討於下個年度以捐獻形式籌劃愛心志願者活動，回應各社區中教育、環境及經濟等的需要。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE 環境、社會及管治

附錄

The Content Index Table of the “Environmental, Social and Governance Reporting Guide” of The Stock Exchange of Hong Kong Limited

香港聯合交易所有限公司的《環境、社會及管治報告指引》內容索引表

The provision of “Comply or explain”

「不遵守就解釋」條文

主要範疇、層面、一般披露及關鍵績效指標	描述	章節
環境		
層面 1：排放物		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Care for the Environment and Community 關心環境與社區
KPI A1.1 關鍵績效指標A1.1	The types of emissions and respective emissions data 排放物種類及相關排放數據。	Care for the Environment and Community 關心環境與社區

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主要範疇、層面、一般披露及關鍵績效指標	描述	章節
KPI A1.2 關鍵績效指標A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 直接(範圍1)及能源間接(範圍2)溫室氣體排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	Care for the Environment and Community – Greenhouse Gas (GHG) and Air Emissions 關心環境與社區 - 溫室氣體及廢氣排放
KPI A1.3 關鍵績效指標A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	Care for the Environment and Community – Waste 關心環境與社區 - 廢棄物
KPI A1.4 關鍵績效指標A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	Care for the Environment and Community – Waste 關心環境與社區 - 廢棄物
KPI A1.5 關鍵績效指標A1.5	Description of emission target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	Care for the Environment and Community – Greenhouse Gas (GHG) and Air Emissions 關心環境與社區 - 溫室氣體及廢氣排放
KPI A1.6 關鍵績效指標A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	Care for the Environment and Community – Waste 關心環境與社區 - 廢棄物

ENVIRONMENTAL, SOCIAL AND GOVERNANCE 環境、社會及管治

主要範疇、層面、一般披露及關鍵績效指標	描述	章節
層面：資源運用		
General Disclosure 一般披露	Policies on efficient use of resources, including energy, water and other raw materials. Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc. 有效使用資源(包括能源、水及其他原材料)的政策。 註：資源可用於生產、儲存、運輸、樓宇、電子設備等。	Care for the Environment and Community – Use of Resources 關心環境與社區 - 資源使用
KPI A2.1 關鍵績效指標A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility). 按類型劃分的直接及或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。	Care for the Environment and Community – Use of Resources 關心環境與社區 - 資源使用
KPI A2.2 關鍵績效指標A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度(如以每產量單位、每項設施計算)。	Care for the Environment and Community – Use of Resources 關心環境與社區 - 資源使用
KPI A2.3 關鍵績效指標A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	Care for the Environment and Community – Use of Resources 關心環境與社區 - 資源使用
KPI A2.4 關鍵績效指標A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	Care for the Environment and Community – Use of Resources 關心環境與社區 - 資源使用

ENVIRONMENTAL, SOCIAL AND GOVERNANCE 環境、社會及管治

主要範疇、層面、一般披露及關鍵績效指標	描述	章節
KPI A2.5 關鍵績效指標A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量。	Care for the Environment and Community – Use of Resources 關心環境與社區 - 資源使用
層面：環境及天然資源		
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	Care for the Environment and Community – The Environment and Natural Resources 關心環境與社區 - 環境及天然資源
KPI A3.1 關鍵績效指標A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	Care for the Environment and Community – The Environment and Natural Resources 關心環境與社區 - 環境及天然資源
層面：氣候變化		
General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	Care for the Environment and Community – Climate Change 關心環境與社區 - 氣候變化
KPI A4.1 關鍵績效指標A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	Care for the Environment and Community – Climate Change 關心環境與社區 - 氣候變化

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主要範疇、層面、一般披露及關鍵績效指標	描述	章節
層面 1：僱傭		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, antidiscrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Valuing Talents 珍視人才
KPI B1.1 關鍵績效指標B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region. 按性別、僱傭類型(如全職或兼職)、年齡組別及地區劃分的僱員總數。	Valuing Talents 珍視人才
KPI B1.2 關鍵績效指標B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	Valuing Talents 珍視人才

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主要範疇、層面、一般披露及關鍵績效指標	描述	章節
層面：健康與安全		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Valuing Talents – Health and Safety 珍視人才 - 健康與安全
KPI B2.1 關鍵績效指標B2.1	Number and rate of work-related fatalities occurred in each of the past three years (including the reporting year). 過去三年(包括匯報年度)每年因工亡故的人數及比率。	Valuing Talents – Health and Safety 珍視人才 - 健康與安全
KPI B2.2 關鍵績效指標B2.2	Lost days due to work injury 因工傷損失工作日數。	Valuing Talents – Health and Safety 珍視人才 - 健康與安全
KPI B2.3 關鍵績效指標B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	Valuing Talents – Health and Safety 珍視人才 - 健康與安全

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主要範疇、層面、一般披露及關鍵績效指標	描述	章節
層面：發展及培訓		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Valuing Talents – Development and Training 珍視人才 - 發展及培訓
KPI B3.1 關鍵績效指標B3.1	The percentage of employees trained by gender and employee category (for example, senior management, middle management) 按性別及僱員類別(如高級管理層、中級管理層)劃分的受訓僱員百分比。	Valuing Talents – Development and Training 珍視人才 - 發展及培訓
KPI B3.2 關鍵績效指標B3.2	The average training hours completed per employee by gender and employee category 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	Valuing Talents – Development and Training 珍視人才 - 發展及培訓
層面：勞工準則		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child or forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Valuing Talents – Labour Standards 珍視人才 - 勞工準則

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主要範疇、層面、一般披露及關鍵績效指標	描述	章節
KPI B4.1 關鍵績效指標B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	Valuing Talents – Labour Standards 珍視人才 - 勞工準則
KPI B4.2 關鍵績效指標B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	Valuing Talents – Labour Standards 珍視人才 - 勞工準則
層面 g：供應鏈管理		
General Disclosure 一般披露	Policies on managing environmental and social risks of supply chain. 管理供應鏈的環境及社會風險政策。	Responsible Operations – Supply Chain Management 負責任營運 - 供應鏈管理
KPI B5.1 關鍵績效指標B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Responsible Operations – Supply Chain Management 負責任營運 - 供應鏈管理
KPI B5.2 關鍵績效指標B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。	Responsible Operations – Supply Chain Management 負責任營運 - 供應鏈管理
KPI B5.3 關鍵績效指標B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	Responsible Operations – Supply Chain Management 負責任營運 - 供應鏈管理
KPI B5.4 關鍵績效指標B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	Responsible Operations – Supply Chain Management 負責任營運 - 供應鏈管理

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主要範疇、層面、一般披露及關鍵績效指標	描述	章節
層面：產品責任		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Responsible Operations – Product Responsibility 負責任營運 - 產品責任
KPI B6.1 關鍵績效指標B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	Responsible Operations – Product Responsibility 負責任營運 - 產品責任
KPI B6.2 關鍵績效指標B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	Responsible Operations – Customer Service 負責任營運 - 客戶服務
KPI B6.3 關鍵績效指標B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	Responsible Operations – Product Responsibility 負責任營運 - 產品責任
KPI B6.4 關鍵績效指標B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	Responsible Operations – Product Responsibility 負責任營運 - 產品責任

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主要範疇、層面、一般披露及關鍵績效指標	描述	章節
KPI B6.5 關鍵績效指標B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	Responsible Operations – Network Security and Privacy 負責任營運 - 網絡安全及私隱事宜
層面：反貪污		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的資料宜載	

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主要範疇、層面、一般披露及關鍵績效指標	描述	章節
層面：社區投資		
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	Care for the Environment and Community – Community Investment 關心環境與社區 - 社區投資
KPI B8.1 關鍵績效指標B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	Care for the Environment and Community – Community Investment 關心環境與社區 - 社區投資
KPI B8.2 關鍵績效指標B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源(如金錢或時間)。	Care for the Environment and Community - Community Investment 關心環境與社區 - 社區投資

